

CHANGE NOTICE FOR MANUAL

DATE: September 1, 2020

MANUAL: Energy Programs Manual

TO: County Directors of Social Services

CHANGE NO: 01-2020

SUBJECT: Updated Federal Poverty Income Levels and Clarifications and Revisions of Manual Sections 300 and 400

EFFECTIVE: October 1, 2020

I. BACKGROUND

The purpose of this change notice is to update the federal poverty income levels for the Energy program, include revisions regarding CIP and LIEAP application and interview requirements, the acceptance of telephonic signatures, the clarification of CIP income verification requirements and the change to timeframes for pending CIP applications when verification is needed.

II. SPECIFIC CHANGES

A. Sections 300, Low Income Energy Assistance Program (LIEAP)

1. Updated section 300.05, A & B, Interview Requirements and C, Procedure for Telephone Interviews and Acceptance of telephonic signature
2. Updated section 300.06, A.,1, Acceptance of telephonic signature
3. Updated section 300.09, Income chart
4. Updated section 300.12, B, Benefits Level chart
5. Updated section 300.13, Payments for Deceased, Incarcerated or Institutionalized Payees

B. Section 400, Crisis Intervention Program

1. Updated section 400.01, Disconnection notice is no longer required
2. Updated section 400.03, A.,2, Acceptance of Application, A.,2, E, Telephonic Signature Option
3. Updated section 400.03 E.,3, Completion of the Online Application During Interview
4. Updated section 400.03 F.,1&2, Income and Poverty Levels
5. Updated section 400.03 I., 1 &2, Processing Timeframes for households with a Final or Past due notice and households without a heating or cooling source

III. IMPLEMENTATION INSTRUCTIONS

Updated income levels will take effect for all applications taken and processed on and after October 1, 2020. All other changes have taken effect and have been added to policy from previous administrative letters. If you have any questions regarding this information, submit to OST at dss.policy.questions@dhhs.nc.gov

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and includes a small mark at the end.

David Locklear, Deputy Director
Economic and Family Services
Division of Social Services

DL/js

Attachments (2)

EP 300

EP 400